

Adam X Beffa

IT Support

Contact

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Portfolio site :
AXBdesign.dev

Skills

Figma

Elementor Pro

Blue Host

WordPress

Chat GPT

Gemini

Android OS support

Service Now

Okta admin

Application support

Ticket management

Visual Studio Code

HTML / CSS

Problem-solving IT professional with 6+ years of hands-on technical support, now leveraging a Google UX Design Certification to build user-centered digital products. Skilled in bridging the gap between technical constraints and user needs. I combine a decade of professional collaborative experience with high-fidelity prototyping and research skills to deliver functional, accessible mobile experiences.

Work History

Oct 2021 - Current	<p>Mobile Support Technician III</p> <p>Dish Network, Englewood CO</p> <ul style="list-style-type: none"> • Timely phone & Zinc text response and troubleshooting • Troubleshooting Samsung and Motorola Edge phones with Dish image. Android OS • Surface Go & Galaxy Tablet imaging and troubleshooting with Dish image software • Creation & Maintenance of written knowledge “bible” for team troubleshooting
Oct 2020 - Oct 2021	<p>Help Desk Technician</p> <p>ClearChoice Dental Implants, Denver CO</p> <ul style="list-style-type: none"> • Respond by phone, email and in FreshService incoming tickets • Serve as administrator for various software including Okta, 8x8, Brivo, Sophos, Google • Assist dental center staff in troubleshooting dental & imaging software : Dexis and iCAT - Tx Studio • Image Dell laptops, pack and track shipping
Nov 2019 - July 2020	<p>Help Desk Technician</p> <p>Douglas County CO</p> <ul style="list-style-type: none"> • Respond by phone, and email in ServiceNow incoming tickets • Image computers and Orient new hires to company specific software, websites.
April 2019 - Nov 2019	<p>Help Desk Technician</p> <p>Thought for Security, Westminster CO</p> <ul style="list-style-type: none"> • Respond to end users on the phone and in Lansweeper ticketing system • Document onsite visits for diagnostics and repair work • Setup devices for onboarding new users.

Design Education

Completed Oct 2025	Google UX Design Certification
2024	<p>LinkedIn Learning</p> <ul style="list-style-type: none"> • Prompt Engineering Essentials • Design Aesthetics for the Web • Intro to Web Design and Development • User Experience for Web design • Design Aesthetics for the web • Using AI tools for UX design • HTML / CSS for Beginners • Color Theory

Design Projects

2025	<p>EchoCheck - Fact Checking app</p> <p>Misinformation Analysis & Prototype</p>
2025	<p>SALACIA DIVE - Ecommerce app</p> <p>Re branding, Mobile first & Prototype</p>
2024	<p>Troubleshooter - Tech Support app</p> <p>Troubleshooting simplification & Prototype</p>

Formal Education

2003 - 2004	<p>Associate of Science : Film</p> <p>Full Sail University - Orlando FL</p>
2000 - 2003	<p>B.A Technical Theatre</p> <p>University of Colorado at Denver</p>

Previous Work Experience

Nov 2005 - April 2019	<p>I.A.T.S.E Motion Picture Studio Grip</p> <p>Motion Picture Industry, Los Angeles CA</p> <ul style="list-style-type: none"> • Rigging of lights, flags and rags in a variety of situations • Light cutting & diffusion • Camera movement operation including dolly, jib and crane • Moving, assembly, disassembly and brace for travel of set walls and major set pieces
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